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**POST OFFICE LIMITED BOARD**  
**Status Report**

<b>No.</b>	<b>REFERENCE</b>	<b>ACTION</b>	<b>BY WHOM</b>	<b>STATUS</b>
		<b>1. Network Transformation and Crown Offices</b>		
1a	January 2013 POLB 13/03(h)	Idea of high profile event suggested for early adopters being planned.	<b>Mark Davies</b>	Discussions have been held with No10 and BIS but this remains ongoing. BIS keen to reach Strategy conclusion before taking further and have suggested a Parliamentary event.
1b	September 2013 POLB 13/81(c)	Exchange letters with the Secretary of State to explain the Board's position in relation to Government funding, the strategic plan and the cliff in response to the Board's concern that in 2015 any new Government will reconsider the cliff's introduction.	<b>Sue Barton/ Susannah Storey</b>	
1c	September 2013 POLB 13/81(h)	Work with Alasdair Marnoch, who would critique the delivery plans for the NT programme on behalf of the Board, to ensure they were robust and had taken into account any unintended consequences for the wider strategy. The detailed plan should be brought back to the Board in October.	<b>Alasdair Marnoch/ Sue Barton/ Kevin Gilliland</b>	Given Alasdair's other commitments, Paula conducted an initial challenge session with Kevin and the team.
1d	September 2013 POLB 13/81(i)	Provide an update to the schedule in 4.3 of the paper, showing the number of sub-postmasters in each category of the table.	<b>Sue Barton</b>	
		<b>2. Finance</b>		
2a	July 2013 POLB 13/48(g)	Produce analysis to explain economics of the Crown and agents network models and set up a workshop for those NEDs who would find it helpful.	<b>Chris Day</b>	October Board for Crown; January Board for Agents.
2b	July 2013 POLB 13/56(b)	Check with corporate insurers to ensure that the planned changes to structure of the wider Group to facilitate an IPO of RMG had no detrimental effect on the cover or cost.	<b>Chris Day</b>	Complete. The RMG transaction will have no significant impact on any of the insurance policies. This includes D&O as discussions on this with ShEx and RMG have now concluded with no material

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				changes.
2c	September 2013 POLB 13/82(d)	Circulate a note setting out the underlying cost base in the strategic plan and the additional savings which have now been identified to compensate for the income decline. This should show the changed trajectory for costs with additional papers filed in the reading room.	<b>CFO/Alasdair Marnoch</b>	This has been addressed in the 2014/15 budget target setting process and will be updated in the Q2 FYF and subsequent Budget presentation.
2d	September 2013 POLB 13/82(f)	The CFO was asked to report back on cost focus and value for money at the next Board as part of his Financial report.	<b>CFO</b>	In the October Performance Report.
2e	September 2013 POLB 13/89(e)	Consider how the cashflow forecasting could be improved.	<b>CFO</b>	On-going, Initial actions have resulted in a £5m reduction in overnight liquidity investments. Cashflow reporting is also being considered and preliminary changes have been made in the October Performance Report.
2f	September 2013 POLB 13/95(b)	Formalise the process for the interim statement of accounts and circulate to the Board in advance of the October Board meeting.	<b>CFO</b>	Complete, circulated 16 October.
		<b>3. Strategy</b>		
3a	November 2012 Strategy Evening	"Point person" to be identified for SME's, across pillars	<b>Nick Kennett</b>	Three candidates have been interviewed. Awaiting feedback from Hays on two candidates that have been passed for assessment. The leading candidates will meet Martin George for final review. Handed over to Martin.
3b	May 2013 POLB 13/32	Prepare simple crib sheet of 4-5 communication points to be used for engaging with stakeholders around Post Office's strategy for 2013-2020. To ensure that any statements used left room for manoeuvre in case circumstances changed in the future.	<b>Mark Davies</b>	A key issues briefing pack has been developed for senior management and was introduced in w/c 16 September. It incorporated an elevated pitch crib sheet which will be updated



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				regularly and circulated to the Board.
3c	May 2013 POLB 13/38	Update Stakeholder Plan to make better use of DVLA framework contract. To be shared with CEO and CFO to agree how the Board can support the Stakeholder engagement.	<b>Kevin Seller</b>	
3f	July 2013 POLB 13/52(b)	Noting paper to the Board setting out the Mercer Recommendation for the new Financial Services Strategy update paper.	<b>Nick Kennett</b>	Noting paper to November Board.
3g	July 2013 POLB 13/52(d)	Draw up Terms of Reference for FS Board Sub-Committee with input from Tim Franklin and Virginia Holmes	<b>Nick Kennett/Alwen Lyons</b>	The draft ToR will be presented at the October Board for ratification.
3h	September 2013 POLB 13/83(c)	The new General Manager for Supply Chain to lead a strategic review post-appointment.	<b>Kevin Gilliland</b>	Noted. Recruitment process underway.
3i	September 2013 POLB 13/83(f)	Check if the Supply Chain costs for ATMs were allocated to a specific provision and charged to the Bank of Ireland.	<b>CFO</b>	The Bank of Ireland pay commissions to Post Office for ATMs. Supply Chain costs are not charged back to them but would have been included in the investment appraisal when agreeing the contract and corresponding commission structure with the bank.
3j	September 2013 POLB 13/87(e)	Provide a noting paper for the next meeting covering the opportunities in the Energy market.	<b>Martin George</b>	November Board
		<b>4. Personal Injury Referral Fees</b>		
4a		Post Office Insurance will work with BGL to evaluate the impact on the business model (including income and incentives) and management proposes to update the board later in 2013 of any changes.	<b>Nick Kennett</b>	The position has been evaluated and aligned with the regulatory changes. Paper to return to the November Board.
		<b>5. NFSP &amp; Trade Association</b>		
5a	May 2013 POLB 13/33	Present the detail of the subpostmaster engagement satisfaction measure when available.	<b>Kevin Gilliland</b>	January
5b	September 2013 POLB 13/81(f)	Continue negotiating the MoU between Post Office and the NFSP, taking into account the Board discussions and their desire to reduce the longevity of the deal or tie it to the timescales for funding with exit clauses if the services	<b>Sue Barton</b>	

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		provided by the NFSP did not reach desired standards.		
		<b>6. Information Security</b>		
6a	July 2013 POLB 13/51(g) September 2013 POLB 13/95(b)	Review of Second Sight report to be provided to ARC explaining how we awarded and managed the contract and include an internal 'lessons learned' review for Project Sparrow.	<b>Belinda Crow/Alwen Lyons</b>	Lessons learned review to take place October/November. Interim report to November ARC.
6b	July 2013 POLB 13/51(i)	Ensure both RMG and the Business' Insurers were given notice of the Second Sight review findings.	<b>Chris Day</b>	Post Office's insurers have been notified of the Second Sight report. Complete.
6c	September 2013 POLB 13/93(b)	Produce a noting paper to clarify whether any claims on the Business from the Horizon work would be covered by Professional Indemnity or Directors & Officers insurance and whether we had alerted our underwriters. Ensure that the appropriate notifications are made.	<b>CFO/Alasdair Marnoch</b>	Appropriate notification to underwriters has been made. Work assessing claims is on-going, with an update due end November after claims for mediation received.
		<b>7. Board Effectiveness</b>		
7a	July 2013 POLB 13/48(f)	A future Board to be held at Camden Branch	<b>Alwen Lyons</b>	October Board to be held at the Camden office.
7b	July 2013 POLB 13/48(i)	Advise Board members of dates of SLT Quarterly Business Updates	<b>Alwen Lyons</b>	SLT and Quarterly Business Update dates to be confirmed. Dates will be circulated once finalised.
7c	July 2013 POLB 13/48(j)	Addition of an index for the Reading Room	<b>Alwen Lyons</b>	Index by Board date to be produced by the end of October. Index alphabetically by topic by end of November.
7d	July 2013 POLB 13/48(h)	Provide a paper highlighting the processes in place for monitoring the use of advisors, procuring advisors and negotiating their terms.	<b>Chris Day</b>	Paper to be brought to November Board.
		<b>8. Other</b>		
8a	September 2013 POLB 13/82(c)	Produce a paper for Nomco on the approach to performance management below SLT level and the statistics on exiting poor performers as part of the half year performance review. Noting paper for the Board after the Nomco meeting.	<b>Fay Healey</b>	November Nomco.
8b	September 2013 POLB 13/87(d)	The Board FS Sub-Committee should review the two deep dives organised with the Bank of Ireland, the first of which would focus on savings.	<b>Company Secretary</b>	

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8c	September 2013 POLB 13/94(a)	Thank Simon Eldridge, National Safety Environment and Wellbeing Manager, for the good progress being made on Health and Safety.	<b>CEO</b>	Completed
8d	September 2013 POLB 13/95(a)	Consider the wider effect of the RMG transaction on the Post Office and our lines of defence for any dispute, and specifically any direct obligations contained in the MSA/MDA.	<b>CFO/Hugh Flemington</b>	On-going, no material new obligations identified to date.